

Michigan Online Educator Certification System (MOECS)



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January 15, 2013



Educator Certification in Michigan

- MCL 380.1233 requires that a person employed in K-12 schools with instructional responsibilities shall hold a certificate, permit, or vocational authorization

Educator Certification in Michigan

- Other Professional Support Personnel required to hold a certificate/license:
 - School Counselors
 - School Psychologists
 - School Nurses
 - School Administrators





OPPS Objectives:

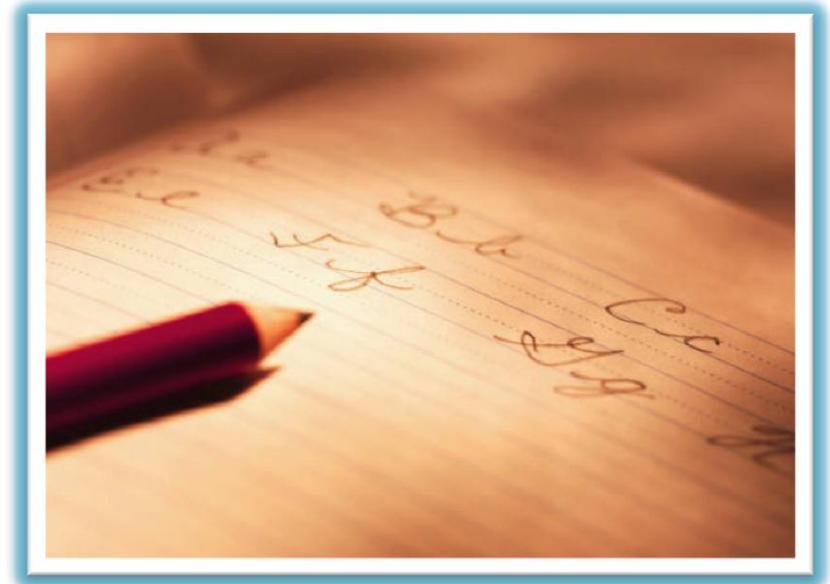
- Process & issue certificates in the least amount of time possible
- Move towards a paperless office





History

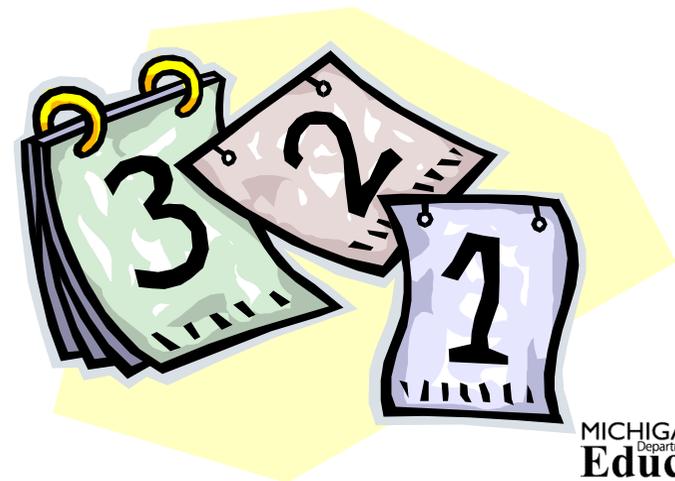
- Until 1980, certificates were processed by hand
- Data was stored in a mainframe
- Required manual keypunch
- Used a lockbox for fee payments





History

- Turn-around-time for Michigan college graduates was roughly 6 weeks
- Out-of-state applications took 3 to 4 months for the review process





History

- 2001 moved to server technology
- Used L2K, a commercial off-the-shelf system
- More efficient, but had limitations



Michigan Online Educator Certification System (MOECS)

- MOECS is a secure web-based system that allows educators to apply for certificates and renewal of certificates





MOECS

- System used by:
 - Educator preparation institutions
 - Local school districts
 - Educators
 - MDE Staff
 - General Public





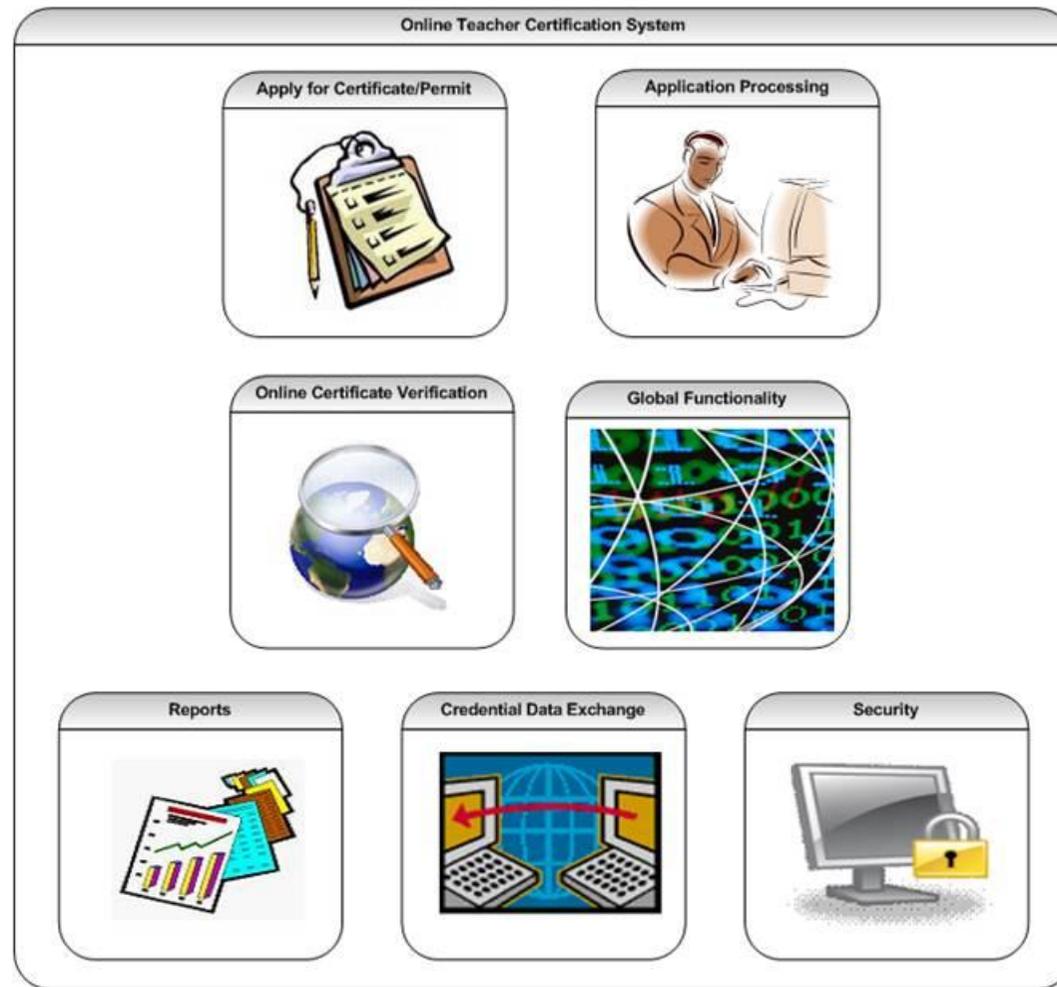
How it works

- Staffing & job changes
- Monitoring and auditing of information submitted by educators
- Support desk
- Educators can now print their own certificates





System Functional Overview





Milestone Schedule

Milestone Schedule	# of Business days from the Start Date of the Project	Milestone End Date
Engagement Startup (Initiation and Planning)	5	06/05/2009
Requirements Gathering and Functional Design Completed (Requirements Definition)	55	08/17/2009
System Design Completed	90	10/06/2009
Development and Unit Test Completed (Construction)	185	03/01/2010
System and Integration Testing Completed	225	04/26/2010
User Acceptance Testing Completed	269	06/28/2010
Performance / Load Testing Completed	279	07/13/2010
Deployment Completed	289	07/27/2010
Pilot Completed	333	09/28/2010
Full Rollout Completed	363	11/09/2010
Warranty Completed	407	01/19/2011
Maintenance and Transition Completed	End of 3 year contract period	05/31/2012



Critical Incidence Activities

Activity	Description	Critical Incidence Duration	Milestone End Date
User Acceptance Testing and Operations Testing	User Acceptance Testing and Operations Test are performed in parallel within the critical incidence duration	44 business days (60 calendar days)	06/28/2010
Performance Testing	Performance Testing is performed within the critical incidence duration	10 business days (14 calendar days)	07/13/2010
Training and Deployment	Training and Deployment are performed together within the critical incidence duration	10 business days (14 calendar days)	7/27/2010
Pilot Implementation	Pilot Implementation is performed within this critical incidence duration	44 business days (60 calendar days)	9/28/2010
Full Rollout Implementation	Full Rollout Implementation is performed within this critical incidence duration	30 business days (42 calendar days)	11/9/2010

Legacy System Challenges





Benefits of MOECS

- Reduced work-load for all stakeholders
- Fully automated from beginning to end
- Dynamic capabilities
- Turn-around time greatly reduced
- Real time reporting
- True paperless office



Customer Survey Results

OPPS invited 60,000 educators, school users, and educator preparation institutions to take our customer satisfaction survey; 7,599 individuals voluntarily took the survey



MOECS Customer Survey Results

1. I am a(n):		Actions ▼	
educator OR applying to be an educator		6963	92%
school district/school		444	6%
Teacher Preparation Institution		61	1%
Substitute staffing agency		42	1%
Charter School management company		28	0%
Total		7538	100%



MOECS Customer Survey Results

2. Did you complete your educator preparation program at a Michigan Institution?

	answered question	7,498
	skipped question	101
	Response Percent	Response Count
Yes	85.6%	6,422
No	14.4%	1,076

MOECS Customer Survey Results

3. Gender

Actions | ▼

Male		1684	22%
Female		5844	78%
Total		7528	100%

4. Age:

Actions | ▼

18 - 30		1259	17%
31 - 40		2516	33%
41 - 50		2189	29%
51+		1585	21%
Total		7549	100%



MOECS Customer Survey Results

6. How would you rate your knowledge and use of technology

Actions | ▼

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor, "I can barely use the telephone."	Below Average	Average	Good	Excellent, "I buy as many new newfangled gadgets as I can."
	1	2	3	4	5
	14 0%	154 2%	1547 20%	4340 57%	1507 20%

7. How would you rate your experience registering with the Michigan Education Information System (MEIS)?

Actions | ▼

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
	352 5%	1599 21%	4212 55%	1436 19%



MOECS Customer Survey Results

8. How would you rate your option of printing your own certificate

Actions | ▼

Top number is the count of respondents selecting the option.
Bottom % is percent of the total respondents selecting the option.

Extremely not convenient		Neutral		Extremely Convenient
1	2	3	4	5
383 5%	412 6%	2557 35%	1439 20%	2577 35%



MOECS Customer Survey Results

10. How would you rate your experience applying for an educator certificate or applying for an additional endorsement etc. using MOECS?

Actions | ▼

1 Poor		473	6%
2 Fair		1670	22%
3 Good		3920	52%
4 Excellent		1536	20%
Total		7599	100%

11. How would you rate MOECS' user-friendliness and navigation?

Actions | ▼

1 Poor		559	7%
2 Fair		1902	25%
3 Good		3809	50%
4 Excellent		1329	17%
Total		7599	100%



MOECS Customer Survey Results

Question #12: How can we improve this system and make it more user-friendly (2,804 responses collected; some examples below)

- I had no idea that I could apply immediately on Jan. 1, 2012 (The year I needed to renew my Professional Certificate.). Things have changed greatly since 1991 and I found the process both convenient and user friendly. I applied on 1-04-2012 and received my Teacher Renewal via mail. Later I found that I could just print it directly from the site. It is a great improvement for busy educators! Thank you.
- It is great once you find it. It was difficult to find on the mi.gov website.
- The idea of printing your own certificate is a great idea!



MOECS Customer Survey Results

Question 12 Responses (cont.)

- This is the first time I have used the system and I thought it was great! It simplified the process and the certificate was issued quickly.
- Awesome! Way better than Colorado



MOECS Customer Survey Results

13. How would you rate your over all experience using MOECS?

Actions | ▼

1	Poor		344	5%
2	Fair		1600	21%
3	Good		4237	56%
4	Excellent		1418	19%
Total			7599	100%



MOECS Customer Survey Results

Question 14: Please include any suggestions or comments.

- Sometimes it was difficult to navigate to the exact spot I needed to be in order to renew the certificate. Perhaps it would be easier if there were a step-by-step procedure one could print and then follow in order to complete.
- It would be nice if at the end confirmation they let you know how long, once everything is in, how long it would take to get your certificate. I do like though that you can check up on your certification renewal.
- I was surprised that my certificate was approved in less than 2 minutes. WOW. Technology is a beautiful thing!!!!



CONTACT INFORMATION

For more information regarding the Michigan Online Educators Certification System (MOECS), please contact:

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